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**REMARKS**

In response to the Office Action mailed on July 30, 2007, Applicants respectfully requests reconsideration. Claims 1-2, 5-17, 20-32 are now pending in this Application. Claims 1, 16, and 31 are independent claims and the remaining claims are dependent claims. In this Amendment, claims 3,4, 18, 19 and 33-34 have been cancelled and claims 1, 16 and 31 have been amended. Applicants believe that the claims as presented are in condition for allowance. A notice to this affect is respectfully requested.

Claim 32 was amended to correct a typographical error.

Claims 1-2, 4-17, and 20-32 were rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent Application No. 2002/0006186 to Sanders (hereinafter Sanders). And claims 3-4, 18-19 and 33-34 were rejected under 35 U.S.C. §103(a) as begin unpatentable over Sanders in view of U.S. Patent No. 5,572,570 to Kuenzig (hereinafter Keunzig). Applicants respectfully disagrees with these contentions and assert that the present claimed invention is not anticipated by any disclosure in the Sanders reference.

Claim 1 has been amended to include the limitations of claims 3 and 4. In the rejection of claims 3 and 4, the Examiner stated that Keunzig shows wherein the load test and monitoring test are run while the contact center is in operation. The Examiner references the Abstract of Keunzig as showing this. A careful review of the Abstract in Keunzig fails to disclose or suggest wherein the load test and monitoring test are run while the contact center is in operation. Applicants respectfully disagree with the Examiner's assertion. Keunzig is silent regarding load test and monitoring test being run while the contact center is in operation. If the Examiner is to maintain this rejection he is asked to specifically point out where in Keunzig the load test and monitoring test are run while the contact center is in operation since this is not discernible by the Applicants representative in reading the Abstract. Accordingly, amended claim 1 is

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believed allowable. Claims 16 and 312 have been amended in a similar manner as claim 1 and are believed allowable for at least the same reasons. The remaining dependent claims are believed allowable as they depend from a base claim which is believed allowable.

In view of the above, the Examiner's rejections are believed to have been overcome, placing the pending claims in condition for allowance and reconsideration and allowance thereof is respectfully requested.

Applicants hereby petition for any extension of time which is required to maintain the pendency of this case. If there is a fee occasioned by this response, including an extension fee, that is not covered by an enclosed check, please charge any deficiency to Deposit Account No. 50-3735.

If the enclosed papers or fees are considered incomplete, the Patent Office is respectfully requested to contact the undersigned collect at (508) 616-9660, in Westborough, Massachusetts.

Respectfully submitted,

/DWR/

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